



# SUPERVISOR ORIENTATION

UNDERSTANDING THE RANGE OF  
SERVICES AVAILABLE THROUGH  
YOUR TOTAL WELL-BEING BENEFIT

**MEMBER SERVICES: 1.800.327.2255**

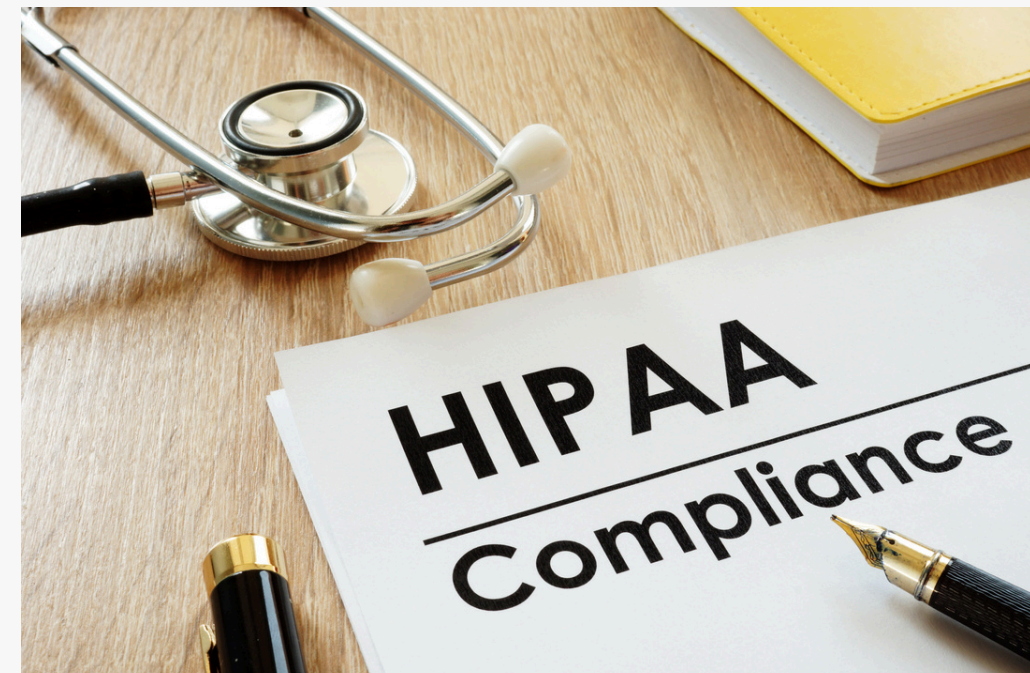
# CONFIDENTIALITY & DATA SECURITY

**Bree Health** is a no-cost, confidential benefit available 24/7/365 via mobile app, offering resources to support employees and eligible family members with stress, life events, mental well-being, work/life balance, and more.

No information about use of **Bree Health** can be reported unless required by law, or approval is given by the member.

Legal exceptions include:

- ▶ Threats to harm oneself
- ▶ Threats to harm others
- ▶ When the safety or welfare of a child is in question



**Bree Health's SOC 2 Type II compliance underscores its commitment to operational excellence and data security.**

**Bree Health adheres to HIPAA standards, upholding the highest level of confidentiality in health information management.**



**SOC 2  
TYPE II  
CERTIFIED**

# WHO IS ELIGIBLE FOR



**Bree Health** extends its services to family members to ensure comprehensive support, recognizing that an your well-being is deeply interconnected with the health and stability of your loved ones.



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## Partner

A Member's Spouse or Domestic Partner



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## Dependent Children

A Member's Dependent Children Up to Age 26



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## Living in the Household

A Member's Unmarried Children, Regardless of Age, Residing with the Employee Who are Mentally or Physically Incapable of Earning Their Own Living

# ACCESSING YOUR MENTAL HEALTH SERVICES

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- ▶ Connect with **Bree Health** in the way that is most convenient for you! Referrals will be provided in the same manner that you contact **Bree Health**.
- ▶ While EAP's are designed to assist with short-term needs, **Bree Health** will assist members in finding long-term solutions, such as those covered by an insurance plan or available through community-based resources.

01

**CALL THE 1-800 NUMBER  
AVAILABLE 24/7**



02

**TEXT THE 1-800 NUMBER  
MONDAY – FRIDAY,  
8 AM – 8 PM EASTERN**



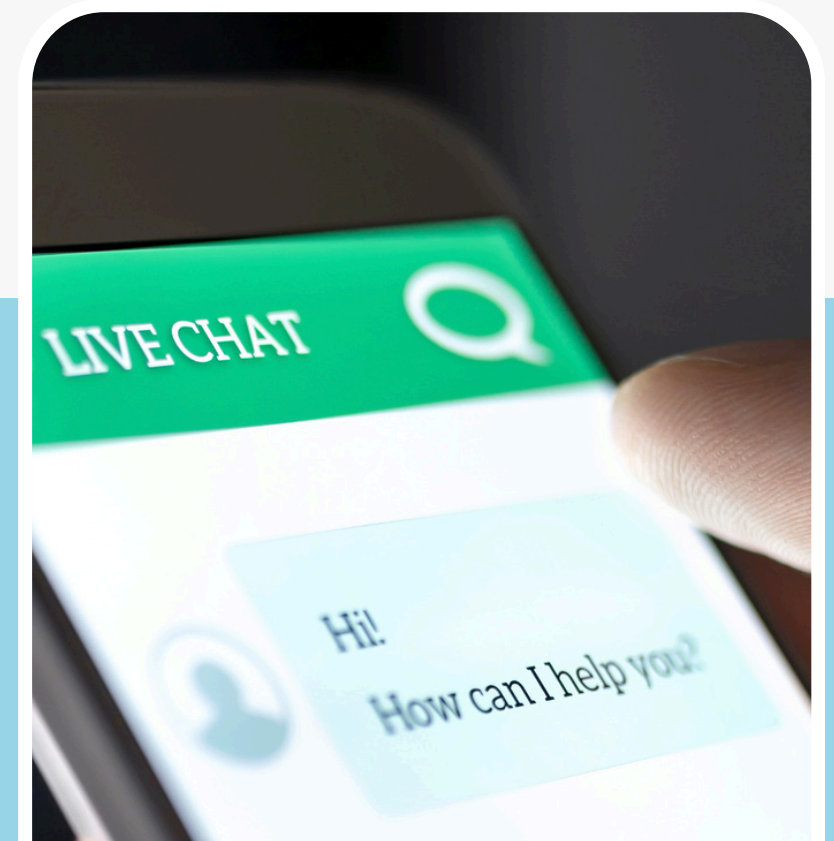
03

**WEB OR APP:  
SCHEDULE DIRECTLY  
WITH A LIFE COACH**



04

**LIVE CHAT VIA WEB OR  
APP: MONDAY – FRIDAY,  
8 AM – 8 PM EASTERN**



# BENEFITS OVERVIEW

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# MENTAL HEALTH COACHING & COUNSELING

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**Bree Health** offers professional support for a variety of concerns, including:

- ▶ Stress and Anxiety
- ▶ Physical Well-being
- ▶ Life and Career Goals
- ▶ Depression
- ▶ Marriage and Relationships
- ▶ Grief or Bereavement

## FREE SESSIONS

5 free sessions with a Certified Life Coach or Counselor for each separate issue that arises throughout the year.

## IN-THE-MOMENT SUPPORT

In-the-moment support and immediate connection to counselor is available if you need to speak with someone.

## BARRIER-FREE

Services are available in-person, via video conference, or over the phone, providing flexible options to fit your schedule and preferences.

## EFFORTLESS SCHEDULING

Schedule a session with a certified coach through the mobile app or web portal, giving you quick and convenient access to personalized support.



Counseling	Coaching
Licensed	Certified
Mental Illness	Mental Well-Being
Needs causing significant disruptions on everyday life	Concerns impacting general well-being
Reduce symptoms, improve mental health and well-being	Promote general well-being and support positive mental health
Reactive	Proactive
Past, present, and future (needs)	Present and future (wants)
Approach varies depending on individual circumstances and member needs	Approach varies, but is primarily solution focused, action-oriented and goal-directed
<p><b>Clinical</b></p> <p><b>Examples:</b> Generalized anxiety disorder, OCD, traumatic incidences, substance abuse disorders, panic disorders, eating disorders, etc.</p>	<p><b>Non-Clinical</b></p> <p>Thoughts and behaviors that are hard to control, anxiety, adjustment-reaction needs, weight/food issues, etc.</p>

# HEALTH ADVOCACY SERVICES

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Members can submit Health Advocacy Requests to get assistance on the various challenges surrounded healthcare and health insurance including:

- ▶ Billing Issues
- ▶ Claims Advocacy
- ▶ Appeals Support
- ▶ Benefit Education
- ▶ Navigating Insurance Plans
- ▶ Prescription Drug Coverage

**Bree Health's** Health Advocates are specialists at navigating, resolving, and assisting members with the complexities of the healthcare industry.

Submit and track requests through the **Bree Health** website or mobile app.



# FINANCIAL RESOURCES

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Members can access one 90-minute telephonic consultation with a financial professional at no-cost, per unique issue, per year.

Assistance and resources can be provided on matters including:

- ▶ Billing Issues
- ▶ Claims Advocacy
- ▶ Appeals Support
- ▶ Benefit Education
- ▶ Navigating Insurance Plans
- ▶ Prescription Drug Coverage

Additional consultations for the same matter within one year can be provided for a fee, but are available at a discounted rate.



# LEGAL RESOURCES

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Members can access one 30-minute telephonic consultation with an attorney or legal professional at no-cost, per unique issue, per year.

Assistance and resources can be provided on matters including:

- ▶ Drafting a Will
- ▶ Purchasing a Home
- ▶ Small Claims
- ▶ Family Law
- ▶ Medical Malpractice
- ▶ Landlord/Tenant Disputes

Members are eligible to receive a 25% discount on select additional services post-consultation.

**DISCLAIMER:** **eni** will not provide any assistance for legal matters involving employment law practice, such as lawsuits or legal action against your employer.



# VIRTUAL CONCIERGE

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**Bree Health's** Life Service Navigators are work/life experts who can provide information on a wide range of topics.

LSN's will help address day-to-day responsibilities or major life events including:

- ▶ Childcare and Eldercare
- ▶ Event Planning
- ▶ Vacation Planning
- ▶ Relocation Support
- ▶ Finding Contractors
- ▶ Tutors



# E-LEARNING

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Online access to interactive training courses and tools to promote personal and professional development.

e-Learning course topics include:

- ▶ Leadership and Management
- ▶ Effective Communication
- ▶ Time Management
- ▶ Conflict Resolution
- ▶ Customer Service
- ▶ Safety Compliance

Each course has a test and certificate of completion used to verify that a member has completed a specific training or course.



# SOLUTIONS PATHS

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Solutions Paths are your personalized guide to tackling life's challenges and achieving your goals.

## WHAT ARE SOLUTIONS PATHS?

Curated, AI-guided journeys tailored to your unique challenges and goals, combining articles, videos, podcasts, and more to support you through life's hurdles.

## HOW THEY HELP:

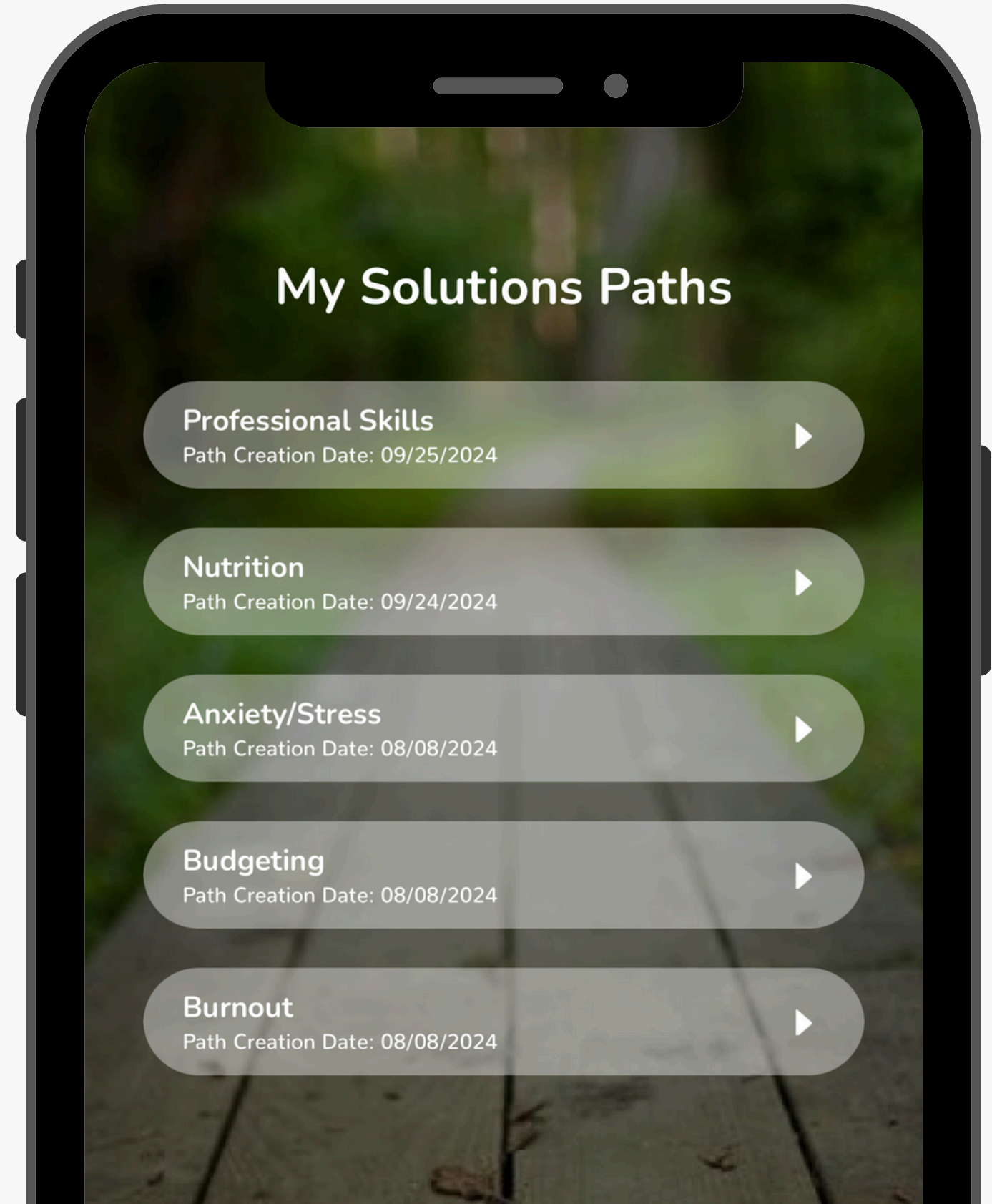
Address areas of well-being including mental health, family, finances, career, and physical well-being with customized resources designed to empower and uplift.

## STAY MOTIVATED:

Track progress, receive encouraging messages, and connect seamlessly with additional relevant resources available through **Bree Health**.

## GET STARTED:

Log in via the **Bree Health** portal or mobile app to explore your personalized Solutions Path today!



# ENTERTAINMENT DISCOUNTS

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Get discounts of up to 60% off through the Working Advantage discount program.

## ENTERTAINMENT

Save up to 60% on movie tickets, theme parks, ski resorts, hotels, museums, zoos, attractions, aquariums and more!

## THEATRE & EVENTS

Find great seats and super deals on a huge selection of Tony Award®-winning Broadway shows, family events, concerts and sporting events nationwide.

## SHOPPING & GIFTS

Working Advantage has partnered with your favorite online retailers to bring you excellent discounts on apparel, books and music, electronics, office supplies, flowers, food, and home goods.

## EARN REWARDS

Look for the Advantage Point symbol and earn points to be redeemed for movie tickets, gift cards, and more.



# BENEFITS TO SUPERVISORS AND LEADERS

Supervisors and leaders have a direct impact on workplace well-being—by leveraging Bree Health’s resources, they can reduce challenges, relieve burdens, and support a thriving workforce.



## Reduce

- ▶ Sick leave
- ▶ Absenteeism and presenteeism
- ▶ Toxic environment
- ▶ Workers’ comp claims
- ▶ Work-related accidents



## Relieve

- ▶ Pressure to find well-being solutions for employees
- ▶ Stress of what to say
- ▶ Opportunity to support with training
- ▶ Employee crisis management



## Support

- ▶ Improved workplace culture
- ▶ Increased employee engagement
- ▶ Healthier workforce
- ▶ Total well-being

# WHY IS THIS IMPORTANT?

**41.5%** of workers experienced adverse mental or behavioral health conditions, showing symptoms of anxiety or depression<sup>1</sup>.

**31%**

experienced symptoms of anxiety or depression.

**26%**

experienced symptoms related to trauma or stressor-related disorders, such as PTSD.



**1 in 5**

U.S. adults lives with a mental illness.



**60%**

of adults with mental illness go untreated<sup>2</sup>, and only 22% receive adequate care<sup>3</sup>.



**37,000**

Americans die each year from drug overdose.

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## Work-Related Challenges:

- ▶ Co-worker conflict
- ▶ Workplace violence
- ▶ Absenteeism and presenteeism
- ▶ Unsatisfactory work performance
- ▶ Disregard for rules and policies
- ▶ Poor or disrespectful treatment of co-workers and/or customers
- ▶ Insubordination



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## Life Challenges:

- ▶ Marriage or relationship problems
- ▶ Family issues
- ▶ Financial difficulties
- ▶ Emotional problems
- ▶ Substance abuse
- ▶ Domestic violence



# **SYMPTOMS**

**ANGER, IRRITABILITY, & CYNICISM**

**IMPAIRED ABILITY TO MAKE DECISIONS**

**INCREASE IN EMOTIONAL INTENSITY**

**DEPRESSION OR PTSD SYMPTOMS**

**DECREASES IN COGNITIVE ABILITY**

**WORK PERFORMANCE COMES  
INTO QUESTION**

# VOLUNTARY VS SUPERVISORY REFERRALS

Aspect	Voluntary Referral	Supervisor Referral
Initiator	Employee	Supervisor
Reason	Personal choice	Workplace performance or behavior issues
Connection to Work	Not always directly tied to work	Directly tied to job performance or conduct
Confidentiality	Entirely private; supervisor not informed	Supervisor knows about referral (limited)
Documentation	None	May involve formal documentation

# VOLUNTARY REFERRALS

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Remind your employee that Bree Health's services are provided for free and 100% confidential (HIPAA Compliant).

## WHEN TO OFFER SUPPORT:

- ▶ If the employee is experiencing or showing signs of stress, anxiousness, or depression
- ▶ Work performance is beginning to deteriorate
- ▶ Employee needs to do some research
- ▶ Benefits confusion



# SUPERVISORY REFERRALS

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Supervisory Referrals are a corrective action effort for employees based on job performance challenges or other workplace challenges.

If you have an issue you believe would be appropriate for this type of referral, connect with HR and follow company policy.

## WHEN TO OFFER SUPPORT:

- ▶ **Attendance** (absences, arriving late, leaving early)
- ▶ **Behavioral** (mood swings, irritability, withdrawal)
- ▶ **Workplace Conflict** (shows hostility and ongoing conflicts)
- ▶ **Substance Abuse** (slurred speech, erratic behavior, smell of alcohol)
- ▶ **Safety Violations** (not following protocols, increasing accident risk)



# SUPERVISORY REFERRALS

Supervisors play a key role in ensuring employees receive the right support, but not all situations warrant a formal referral. Understanding when to use supervisory consultations versus referrals can help create a more effective and supportive workplace.



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## Supervisory Referrals are **not** appropriate for:

- ▶ Personal/life challenges, unless they occur in the workplace
- ▶ If the goal is to terminate the employee
- ▶ Minor infractions
- ▶ Singular issues

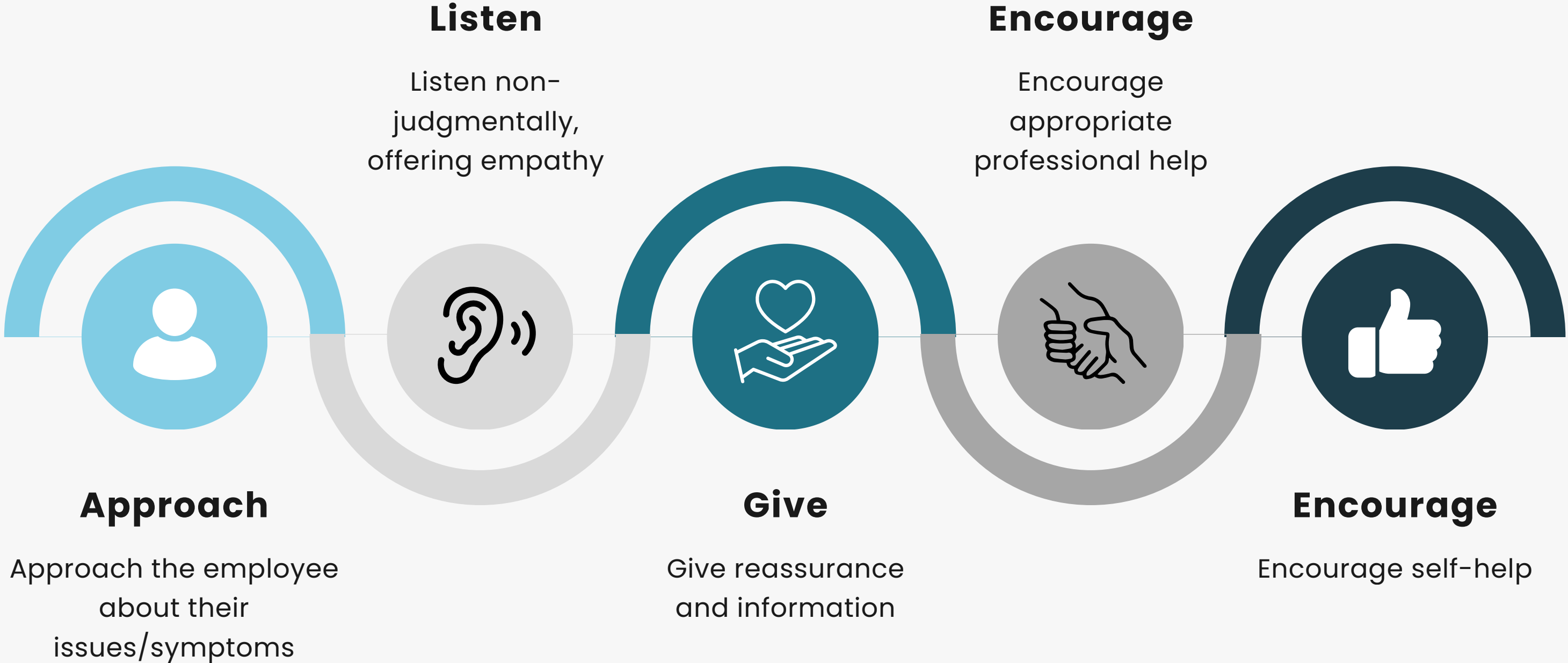


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## Supervisory Consultations with eni Team:

- ▶ Suspected substance abuse
- ▶ Understanding the EAP or what may be appropriate for a referral
- ▶ Absenteeism
- ▶ Poor work performance

# ALGEE – MENTAL HEALTH FIRST AID



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Employee showing signs of burnout, behavioral changes, or is in distress



# SELF-CARE STRATEGIES

## Practicing Healthy Living



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### Set Boundaries

- ▶ Avoid overwork
- ▶ Delegate
- ▶ Say no



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### Prioritize Physical Health

- ▶ Stay active
- ▶ Eat nutritiously
- ▶ Get 7-9 hours of sleep



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### Manage Stress

- ▶ Mindfulness
- ▶ Take breaks
- ▶ Manage your time

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### Foster Emotional Well-Being

- ▶ Use support structures
- ▶ Use EAP resources
- ▶ Journal

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### Stay Connected

- ▶ Spend quality time with others
- ▶ Professional development

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### Focus on the Positive

- ▶ Celebrate the wins
- ▶ Practice gratitude

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### Build a Positive Workplace

- ▶ Communicate openly
- ▶ Encourage well-being

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### Recognize and Address Burnout

- ▶ Monitor energy
- ▶ Seek professional help

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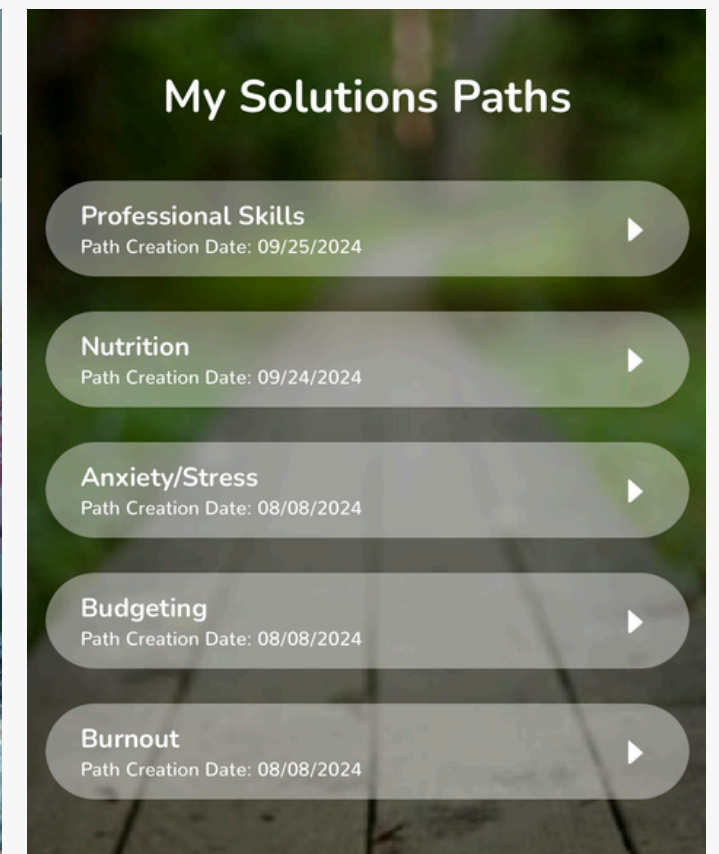
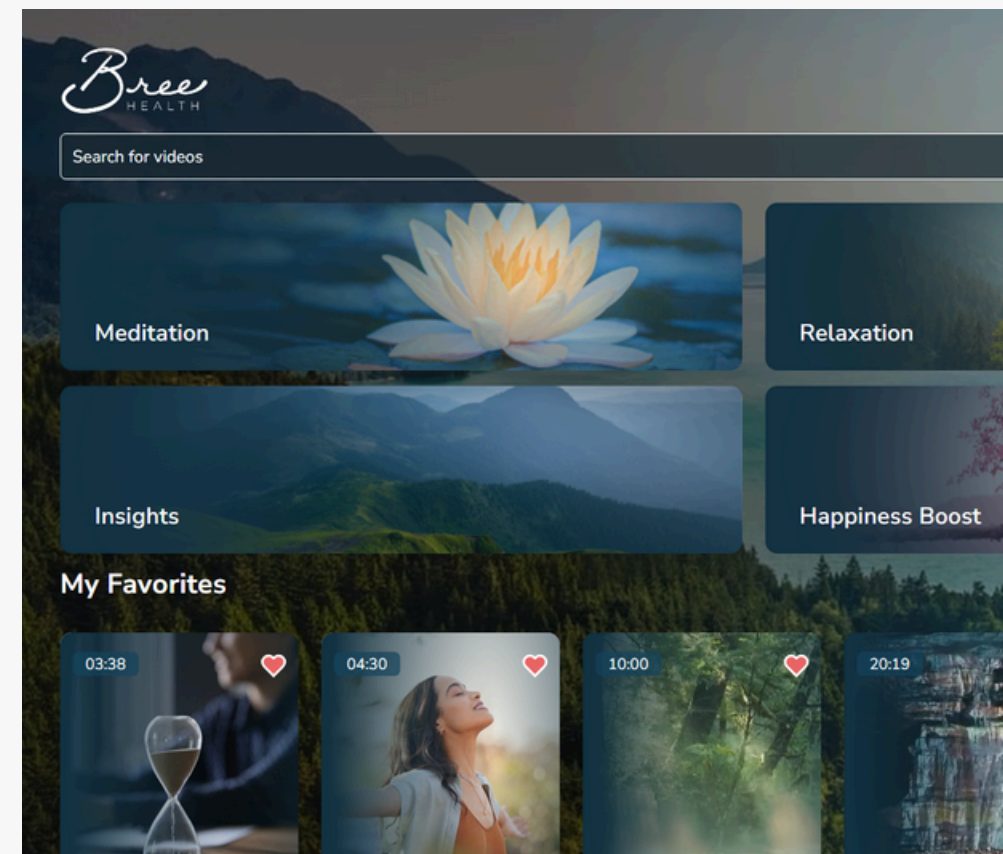
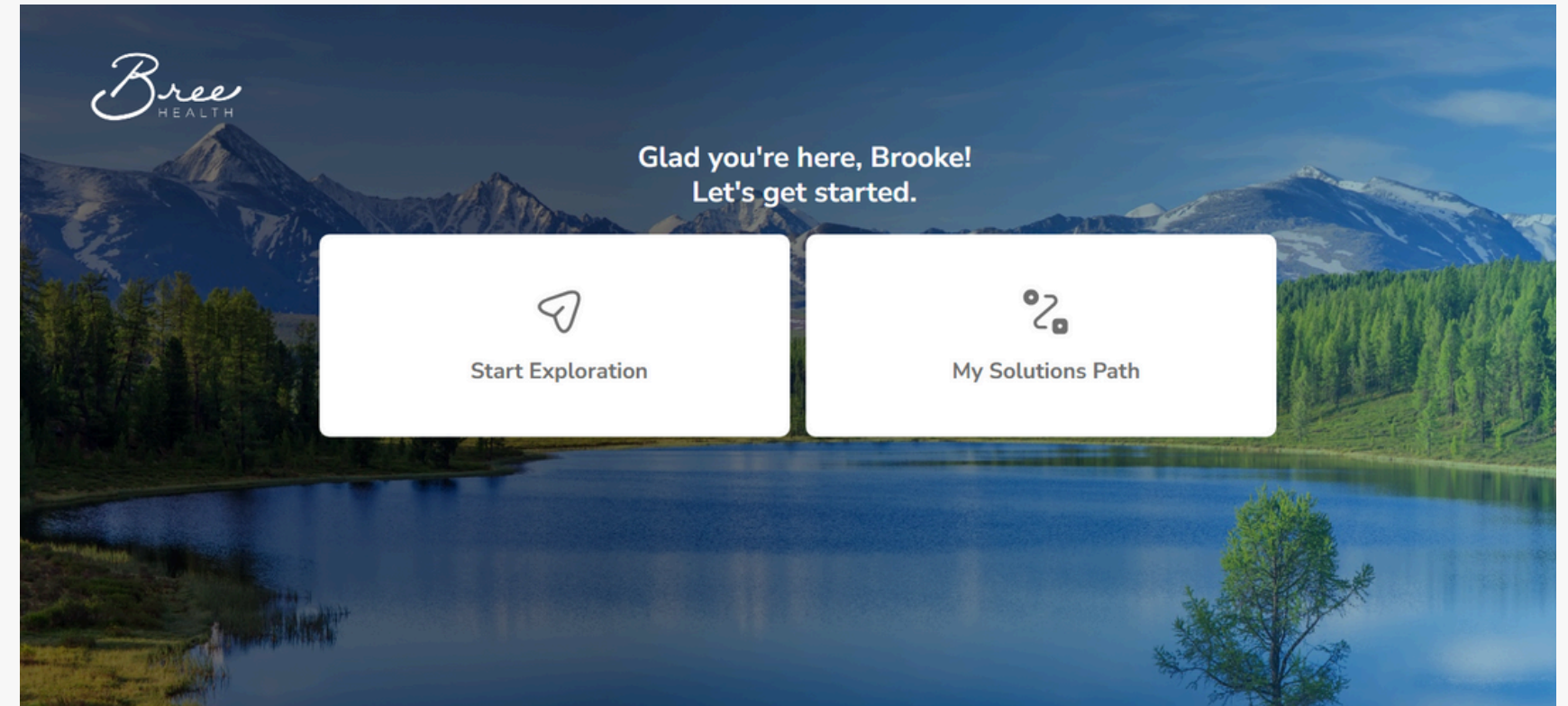
### Explore & Grow

- ▶ Engage in activities you enjoy
- ▶ Learn new skills
- ▶ Be kind to yourself



# SUMMARY

- ▶ Coaching & Counseling Services
- ▶ Legal Consultations
- ▶ Financial Consultations
- ▶ Virtual Concierge
- ▶ Health Advocacy
- ▶ e-Learning Courses
- ▶ Solutions Paths
- ▶ 100% HIPAA Compliant
- ▶ 1-800-EAP-CALL
- ▶ [login.breehealth.com](https://login.breehealth.com)
- ▶ Mobile App: Bree Health



A scenic landscape featuring a calm blue lake in the foreground, a dense green forest of evergreen trees in the middle ground, and a range of rugged mountains with patches of snow in the background under a clear blue sky.

*Bree*  
HEALTH

**THANK YOU**